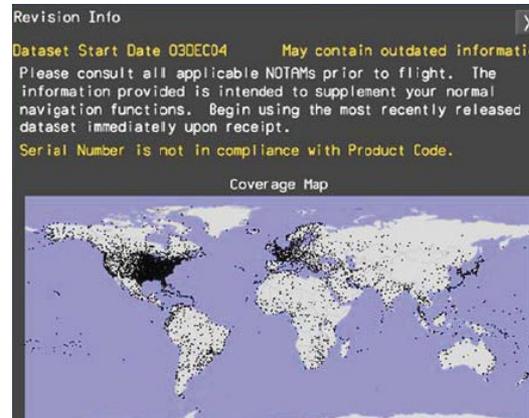


Troubleshooting Steps For Common Squawks

Issue 1: Why am I getting UNABLE TO RETRIEVE CHARTS or CHARTS NOT AVAILABLE?

1. On the REVISION PAGE on the MFD, are there black dots covering the world map?



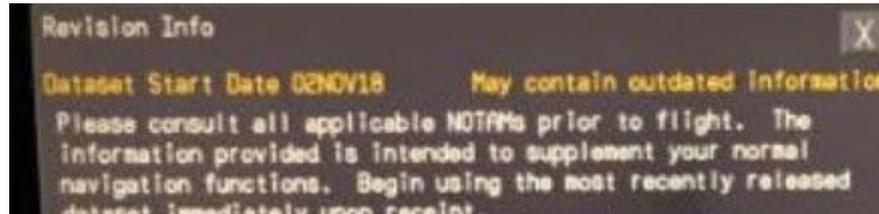
- If there are NO dots, then the serial number/access code is missing or is incorrect for the charts loaded to the avionics.

NOTE:

- When downloading from the IDM app, use the assigned 16-digit serial number, 10-digit access code will not be valid.
- When downloading from the INDS website, use access code if it's a new subscription. Otherwise, use assigned serial number if it's for existing subscription.

Troubleshooting Steps For Common Squawks

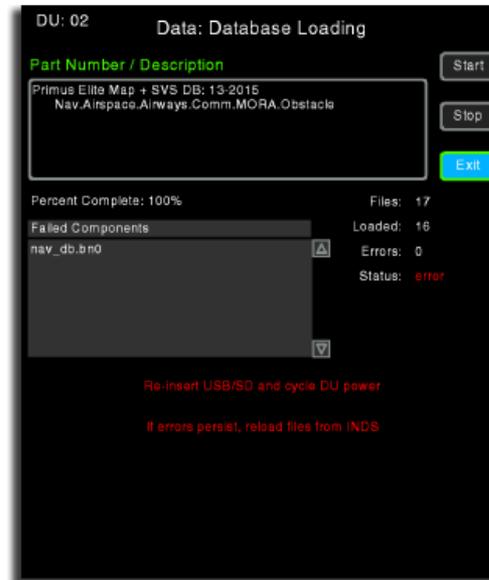
2. On the REVISION PAGE, is the date correct for the chart cycle, but it is in **amber** instead of white, and shows **MAY CONTAIN OUTDATED INFORMATION** message?



- For EPIC with PCMCIA cards, ensure the card is properly inserted. The card should be in the top slot/closest to the DVD drive. Charts will not work if the PCMCIA is in the lowest slot.
- PCMCIA card did not load correctly. Reload charts to the card using CMCRT target loading. If unable to load via CMCRT, customer can manually copy and paste the following files to the card using laptop:
 - charts.bin
 - charts.ini
 - crcfiles.txt
- Check the FMS INIT page for correct Time and Date
 - NIC/PROC battery getting weak and not keeping the date and time.
 - GPS page is not seeing a signal because the aircraft is in the hangar.

Troubleshooting Steps For Common Squawks

Issue 2: For Primus Elite/PEAF, I'm getting UNABLE TO LOAD CHARTS/ ERROR on the data loading page.

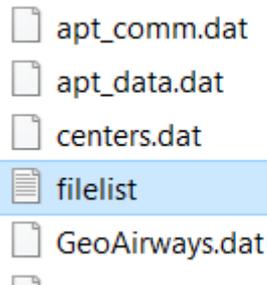


Error is likely caused by the wrong type of charts or the format of the data in the thumb drive.

- Confirm the file structure on the media is correct for the aircraft, i.e., Individual files vs. folders, on FAT32 formatted thumb drive

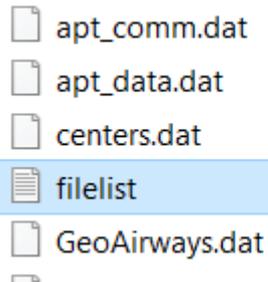
Troubleshooting Steps For Common Squawks

Primus Elite (PE) V1.12 and older versions

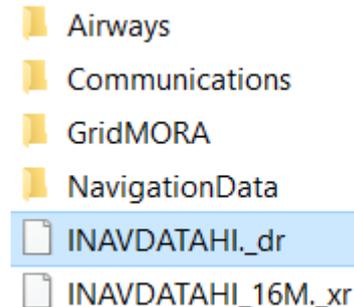


All files and FILELIST.TXT are in the root directory

Primus Elite (PE) V1.13 (can use two formats)



OR



Same as V1.12 and older versions

“.DR” file and folders are in the root directory

Troubleshooting Steps For Common Squawks

Primus Elite Advance Features (PEAF) V2.XX

- 📁 Airspace
- 📁 Airways
- 📁 Communications
- 📁 GridMORA
- 📁 NavigationData
- 📁 SyntheticVisionData
- 📄 INAVDATAHI_dr

**“.DR” file and folders in the root directory
Additional folder for Synthetic Vision**

Troubleshooting Steps For Common Squawks

Issue 3: For EPIC, I don't see the [DRPN] CHARTS DISK XXXXX file to initiate the load on the CMCRT, or I see BAD MEDIA message.

- Error is likely caused by the wrong type of charts. Confirm what was downloaded from IDM/INDS and compare with aircraft paperwork whether charts should be SINGLE type or DDL type.
- DLS version may be incorrect. Confirm with aircraft OEM if it is the correct one for the designated top level EB number.

Troubleshooting Steps For Common Squawks

Issue 4: For PE/PEAF aircraft, I downloaded the charts from the INDS Data Manager (IDM). After the load completes, a NOTAMS.DBF error appears on the data load page.

The size of the charts dataset exceeds the memory size of the display. The fix is in software v1.13 for PE and v2.03 for PEA. The work-around is to subset the charts in IDM to reduce the size. If the problematic charts are already subsetting, then additional subsetting is required.

- If IN LIMITS is displayed on IDM, the charts should load successfully to the displays.

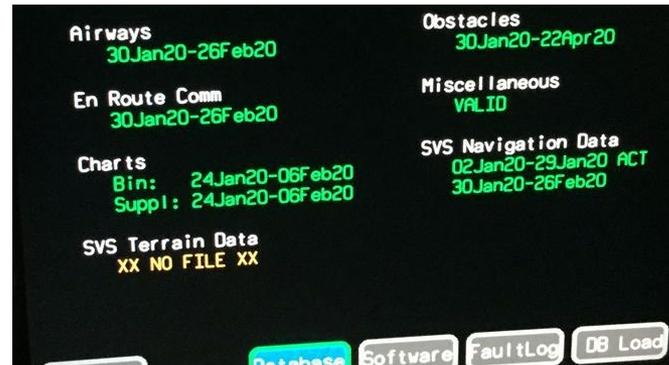
| Status | Ready To Upload |
|--------|---------------------------------------|
| Subset | Applied Edit Coverage |

Recommended Size In Limits

- If still not successful, customers can try the following options:
 1. If their operations are not affected, customers can increase the runway filter to see if it clears the error. For example, if the current runway filter is set at 5000 ft, they can try to increase the filter to 5,500 ft.
 2. If a specific region is not needed for the current cycle, then customers can remove it from the subset file.

Troubleshooting Steps For Common Squawks

Issue 5: I downloaded charts/NAVDB from INDS Data Manager (IDM). The load was successful, but PEAf displays are still showing **XX NO FILE XX** or **XX BAD FILE XX** in amber color.



- The message is an indication that the corresponding file was not loaded or is corrupted. The PEAf TERRAIN file is a separate file, it is not part of the NavDB (A_X) database. Customers should try reloading it separately to the displays.

Note: PEAf TERRAIN is a large file and is not updated often. Unless the display is replaced, there is no need to upload the PEAf TERRAIN on a regular basis. Confirm cycle release date on INDS/IDM before loading.

Troubleshooting Steps For Common Squawks

Issue 6: Are JDM and IDM the same applications used to download databases and charts?

- Jeppesen and Honeywell launched IDM software which was derived from JDM. Both have similar user interface, however, they have different login windows.



JDM login



IDM login

- Customers with a mixed fleet of aircraft with Honeywell and non-Honeywell avionics may use JDM as their application interface, **however, HON recommends only using IDM 4.X when downloading data to HON avionics. HON does not support the data downloaded from JDM and therefore cannot provide troubleshooting steps for JDM issues.**
- Questions about JDM should be directed to Jeppesen, whereas technical questions about IDM should be directed to Honeywell AeroTech Support 800-601-3099

Troubleshooting Steps For Common Squawks

Issue 7: INVALID ACCESS CODE is displayed after entering the serial number for the charts. Which serial number should be used: the one for the FILTERED charts, or the one for FULL charts?

If charts were downloaded from INDS website:

- There are two charts options: full or filtered charts.
- If the aircraft uses **filtered charts**, a **generic serial number** (as of 6/23, VNX4-951T-UDT8-S8YU) must be used.
- If the aircraft uses **full charts**, customer must use the **assigned serial number** for the aircraft.
- If it is a **new subscription or for a trip kit**, a **different 10-digit access code must be used** until the aircraft-assigned serial number becomes active within two release cycles.

NOTE: Full charts include all airports in the entire world. Filtered charts include the entire world with specific airports removed by a preset filter applicable to the current cycle.

If charts downloaded from IDM:

- Customer **must use the assigned serial number** shown in the IDM app
- If it is a **new subscription or a new trip kit**, **no access code is needed**, the change in IDM is immediate and assigned serial number should be used.

NOTE: Charts from IDM are not referred to as FULL or FILTERED, they're regional charts. IDM shows regions the customer is subscribed to, and therefore the assigned serial number only applies to those regions.

Troubleshooting Steps For Common Squawks

Issue 8: I see the "AGM 1+2 DB Old" CAS message after loading databases.

Customers must download a charts file every 15 days to remove the CAS message even if they don't have the charts option selected.

Does the aircraft tail have a CHARTS Subscription?

- If no, then customer needs to reach out to INDS Accounts team directly to have this corrected: AccountServices@epicinds.com, or 888-309-7555 option 1.
- If yes, then this issue is likely because the databases installed on the aircraft are not all on the same release cycle. Customer should confirm that all databases for the cycle (charts, NAV, and others if applicable) have been loaded to the aircraft.

Troubleshooting Steps For Common Squawks

Issue 9: Why does Charts upload stop at 98%?

Most likely, the incorrect version of Charts is being uploaded.

This scenario occurs when Full Charts are uploaded to an aircraft that requires Filtered Charts. Customer can switch to a different type of charts on their subscription account page on INDS website.

Troubleshooting Steps For Common Squawks

Issue 10: After updating the charts/nav databases to the PEAFF displays, the dates on the MFDs are showing in green, while the dates on the PFDs are showing in amber. Why are they in amber?

PEAFF aircraft with Synthetic Vision enabled (SVS) requires valid GPS signals to the displays. Having a GPS repeater in the hangar may not be sufficient enough to transmit the GPS signals from the satellites. Customer should move the aircraft outside the hangar and allow the displays to refresh.